

OPENING DOORS TO THE COMMUNITY



HUMAN SERVICES IMPROVES LIVES

EXCEPTIONAL PROGRAMS AND SERVICES are offered by Bloomington Human Services to residents of all ages. Human Services strives to improve the lives of our residents by listening to their needs and providing valuable resources. Programs and services are accessible to youth, families, multicultural communities, active aging adults and people with disabilities.

For more information on the programs listed throughout these pages, call *Ask the City* at 952-563-4957 V/TTY or visit the City's website at www.ci.bloomington.mn.us, keywords: Human Services. For e-mail updates, go to *E-Subscribe* on the City's website and subscribe to "Human Services."

WHO HAS ACCESS TO HUMAN SERVICES?

- Youth.
- Families.
- Multicultural communities.
- Active, aging adults.
- People with disabilities.
- YOU!

DON'T HESITATE TO ASK THE CITY

A ONE-STOP RESOURCE SHOP FOR RESIDENTS

ASK THE CITY is an example of how the City uses current technology to best meet customer service needs in the 21st century. The service is designed to quickly and easily connect people to the resources and information they seek,

including building permits, utilities, parks and recreation programs, and Human Services needs.

While online, you're able to search for answers to user's most frequently asked questions, submit specific questions and start a service request ticket. A service request may be anything from fixing a pothole to investigating a noise complaint. *Ask the City* can also help families seeking low-cost furnishings for their homes or child care assistance, assist older adults looking for transportation to medical appointments or opportunities to pursue a favorite hobby, or help individuals in need of employment resources.

Financial resources are one of the most frequently reported Human Services-specific *Ask the City* needs. Bloomington Human Services contracts with Hennepin County Human Services to provide financial and child care assistance through an outreach office in Creekside Community Center. By contacting *Ask the City*, individuals and families can obtain assistance applications and instructions on setting-up appointments. For those who need help starting a home, Human Services can connect individuals and families to Bridging, Inc., an organization that provides furniture and other household items to families in need.



In 2009, the cost of City services for the owner of a median-priced, single family home in Bloomington with an assessor's market value of \$244,800 is \$65.17.

Approximately \$2.28 out of the \$65.17 goes toward Human Services' activities and of that \$2.28, \$1.57 goes to Creekside Community Center activities.

"We work extremely hard to establish strong relationships with partner agencies to meet the needs of the community," Human Services' Lorinda Pearson said.

Ask the City is accessible online from the City's website, by phone or in person through employees of the City. See below for contact information.

AUGUST 2009

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CONNECTING THROUGH ART

BLOOMINGTON STUDENTS STUDY DIFFERENT CULTURES

HUMAN SERVICES recently partnered with the Bloomington School District and Human Rights Commission to offer a free, two-week cultural arts program for Bloomington students in grades 1 - 5. Students studied Asian, Native American, African and Hispanic/Latino cultures taught by representative artists. Artwork created by the students will be on display at Bloomington Civic Plaza, 1800 West Old Shakopee Road, through August 13.

DISCUSSING UNIVERSAL HUMAN RIGHTS

GREAT DECISIONS CITIZEN EDUCATION PROGRAM

THE HUMAN RIGHTS COMMISSION will host a Great Decisions event, Thursday, September 24, 6:30 p.m., at Bloomington Civic Plaza, 1800 West Old Shakopee Road. The program will include a speaker followed by a facilitated discussion. Great Decisions is a dynamic citizen education and discussion program, sponsored nationally by the Foreign Policy Association and coordinated locally by the Minnesota International Center. For more information or to participate, contact the Human Rights Commission at 952-563-8733.



E-SUBSCRIBE

E-MAIL SUBSCRIPTION SERVICE

DID YOU KNOW you can receive free e-mail updates on Human Services information on your computer or cell phone? All you need to subscribe is a valid e-mail address. Visit www.ci.bloomington.mn.us, keyword: *E-Subscribe*.

BY THE NUMBERS

TOP FIVE HUMAN SERVICES REQUESTS

- Financial** (Rent, tax prep assistance, material goods).
- Community and City information** (Events, programs).
- Food** (Food assistance, food shelf).
- Housing** (Low-income, chore services).
- Legal** (Tenants rights, low-cost legal services).

POPULATIONS SERVED

97 percent	General public.
3 percent	Agencies*

* Employment, health and school personnel.

CONTACT METHOD

85 percent	By phone.
12 percent	Walk-in.
3 percent	By e-mail.

CONTACT ASK THE CITY

WE'RE HERE
2 SERVE U



The City of Bloomington does not discriminate on the basis of disability in the admission or access to, or treatment or employment in, its services, programs, or activities. Upon request, accommodation will be provided to allow individuals with disabilities to participate in all City of Bloomington services, programs, and activities. • Upon request, this information can be available in Braille, large print, audio tape and/or electronic format.

ONLINE

www.ci.bloomington.mn.us, 24 hours a day

V/TTY

952-563-4957, Monday - Friday, 8 a.m. - 4:30 p.m.

IN PERSON

9801 Penn Avenue South, Bloomington MN 55431-2912
Evenings and weekends by appointment.